

HR REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the HR Representative exists is to provide a wide-variety of paraprofessional human resources services directly to employees and the general public; prime point of contact regarding benefit services, employee programs, and recruitment; work in strong team environment and cross train in several areas; daily administrative support necessary for a high volume office in the Human Resources Department. This classification is not supervisory. Work is performed under general supervision by the HR Manager Administration.

ESSENTIAL FUNCTIONS

Provides direct services to employees and the general public in the areas of recruitment and selection, training and development, and employee benefits and programs.

Provides general administrative staff support to include processing various types of paperwork and forms, coordinating open enrollment activities, preparing various reports, filing employment verifications, preparing mass mailings.

Processes and tracks spending account reimbursement requests including review of request, initiation of payment and maintenance of appropriate files.

Processes and tracks Cobra payments ensuring proper notification, continuous coverage, and timely payments.

Assists in recruitments and executive search processes by preparing job bulletins, placing advertising, opening recruitment files, distributing bulletins and placing advertisements on the internet and jobline.

Coordinates scheduling for interviews, testing processes, and various employee events.

Prepares agendas and coordinates scheduling for the Personnel Board and the Public Safety Retirement Board.

Provides direct assistance to employees relating to tuition assistance and the maintenance of tuition assistance files and reports.

Coordinates and tracks spending for a budget center and prepares a variety of budget reports and pro card documentation.

Maintains information on the employee portion of the Web page.

Provides various types of information necessary to respond to legal actions.

Attendance and punctuality are essential functions to this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:
Business English, spelling, and arithmetic.

Microsoft Office products, especially Word, Excel, and PowerPoint.

General office practices and procedures.

Ability to:
Ability to prepare and maintain detailed records and reports.

Work with customers in person and over the telephone.

Demonstrate exceptional customer service and interpersonal skills as applied to interaction with coworkers, supervisor and the general public.

Maintain regular consistent attendance and punctuality.

Operate a variety of standard office equipment including a computer, a variety of computer software, copy and facsimile machines, and telephone requiring manual dexterity and continuous and repetitive arm or hand and eye movement.

Communicate effectively, both verbally and in writing.

Comprehend and make inferences from written material and verbal and/or written instructions.

Establish and maintain courteous and respectful working relationships with co-workers, vendors and City staff at all levels.

Education & Experience

Any combination of education and experience equivalent to three years experience in an office setting providing customer service and administrative support. Experience in human resources or continuous education credits in human resources is preferred.

FLSA Status: Non-exempt

HR Ordinance Status: Classified